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Submit additional questions to LTC Tanya Collins,
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Overall System Questions

What happens to CHCS II test patient data that is saved to the CDR? Does this fictitious data have any impact on MEPRS codes/workload accountability?

For a variety of reasons, "test data" is used in CHCSII- primarily to confirm the correct functioning of a new site and for ongoing verification of functioning and troubleshooting, similar to the QA patients and data used in the laboratory. Like for the Lab QA data, there are several mechanisms in place to prevent these activities from being included in workload reports, including filtering reporting/write backs against test patients, clinics, providers. Most of these depend upon standard nomenclature, such as qqqttest, patient, etc. Most sites have adhered to the nomenclature, and thus have, in general, minimal impact to workload reports, etc.

Several change enhancements that are already being built have impact on this general topic as well- especially with regard to users using test patients etc. for purposes such as template development. While there are certainly work-arounds/pathways that can be followed now to prevent inappropriate usage of test patients or test data on real patients, the upcoming Template Management Phase II and the ability for the Training System to be on the same workstation as the regular application greatly improve upon the current situation. Further, this whole issue is currently under review by CITPO, with Integic and SAIC assistance, to determine additional filters, flags, processes, and change enhancements that can be brought to bear to further reduce the impact of such test data.

Answer Provided by: Dave Parker

Build 837.4

Date Submitted: 03/02/2005

Allergy

Is there a way to add allergies that are not loaded into the HDD? (i.e., tried to add peanut as an allergy, it does not exist.)

You have to use peanut as your search term in the HDD to select PEANUT OIL. For other allergens that are not included in the HDD search, locate, and select 'Other,' and then free text the allergen in the comments section.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 03/02/2005

Alert Review

Is there a cue that alerts a provider that ordered labs have been completed?

Yes, the alert icon (yield sign) is displayed in the Patient ID Bar. Hold the cursor over the icon to display the alerts needing attention or click the Alert module from the Folder List.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Is an alert generated to let a provider know there is a telcon?

There is no alert for telcons. The user must open the Telcons module.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Are there alert triggers for ADM write-back errors?

Multiple ADM alert types are triggered when coding differences are detected between CHCS and CHCS II based on factors such as ICD-9 code mismatches or secondary Provider errors. When addressing an ADM alert, a dialog box directs the Provider to go to the previous encounters for the patient and update the encounter in question.

Answer Provided by: George Frechette

Build 837.4

Date Submitted: 11/1/2004

The provider seems to remember getting alerted when he had a T-con before. Is that a functionality of the system?

No, there has never been a T-Con alert in CHCS II. You have to go to the T-Con module to see if there are any new T-Cons. End users would like if there was an alert, just like in CHCS, but this is not available yet in CHCS II.

Answer Provided by: Dr. Tony Inae

Build 837.4

Date Submitted: 11/9/2004

After an alert is addressed the first time, can that alert be addressed again in the live system?

Once an alert has been addressed, it is resolved and cannot be addressed again. The content of the alert (i.e. new result, order to sign...) can be found in the associated module (i.e. lab/rad, Sign Orders...).

Answer Provided by: Laverne Wright

Build 837.4

Date Submitted: 11/23/2004

Appointments

What is the purpose of the Check Out functionality in CHCS II?

The check out function allows the user to print out a patient copy of the SF 600, DD 2766 or a clinic specific patient information form. Any orders entered for the patient are automatically printed to this form.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/1/2004

What is the correct process for reconciling an erroneous check-in with CHCS II in CHCS?

If a CHCS II user accidentally checks in the wrong appointment, there is no Undo Check-In functionality. The user can choose from one of the following options to reconcile the problem.

1. Cancel the appt in CHCS II and create a new unscheduled appt in CHCS II when the patient arrives at the clinic.
2. Cancel the appt in CHCS II and go into CHCS to create a new scheduled appt for the patient.

Answer Provided by: Sean McAvoy

Build 837.4

Date Submitted: 10/31/2004

If DOC A tries to sign an encounter assigned to DOC B, DOC A gets a warning message. If DOC A transfers the appointment back to himself, then he is able to sign the note. Is this correct?

Yes, only the Provider assigned to an encounter can sign it. If the appointment is transferred to DOC A, then DOC A can sign the encounter because it is now assigned to him/her.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/1/2004

When an appointment is transferred from one Provider to another, shouldn't the new Provider have signing authority?

If an appointment is being transferred, the receiving (new) Provider takes over the signing of the encounter. The transferring (previous) Provider losing signing privileges on that specific encounter.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/1/2004

In CHCS I, a Provider can assign a surrogate to take care of patients while they are away, where is this feature in CHCS II?

There is no Surrogate feature in CHCS II. The assigning of Surrogates is still a function of CHCS. Once the Surrogate is set-up in CHCS, they will receive alerts in CHCS II such as new results and orders to sign.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/2/2004

Can the time on a walk-in appointment be changed for the End of Day reports?

CHCS II does not currently allow a user to change the date/time of a walk-in appointment or a T-con. The capability to back date any appointment or T-con is in development (TR# 45207). The date/time the note is actually documented would still be recorded upon entry of the note.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can a column be removed?

A column cannot be removed. Columns on the Appointments list can be rearranged.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

What do the column headings (Encounter, Appt IEN, Detail Codes and Appt ID) stand for?

- Encounter: Unique ID for encounter (System generated ID that helps to track encounters)
- Appt IEN and Appt ID: Unique ID generated by Legacy for an appt – unique to the MTF (each Legacy is a different system, so this ID is not unique for all encounters)
- Detail Codes: Code selected on CHCS I when the appt is created (contact CHCS I Administrator for more details)

Answer Provided by: Virginia John

Build 837.4

Date Submitted: 03/02/2005

At what point will inpatient records be merged with outpatient records? For some clinic visits, a portion of the chart from the outpatient clinic becomes a part of the inpatient record. For example, a woman comes to the OB clinic for a check-up before delivering her baby as an inpatient. When she visits the OB clinic, she is considered an inpatient.

The full inpatient functionality for CHCS II is in Block 4, currently scheduled for deployment in the 4th QT/FY06. Industry Based Workload Alignment coding capabilities, which allow for coding of inpatient professional services, are currently scheduled for release in Fall 04.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Has the pseudo SSN problem been addressed?

The pseudo-SSN problem was originally recognized in the context of newborns- primarily because newborns understandably don't have real SSNs. Our original search many weeks ago was limited to FMPs for dependent children. Per that limitation, that filter (and another one we don't remember offhand) was removed from the searches. This revealed that there were cases that involved older kids and adults (many with DOBs in the '30s to '50s)- all without real SSNs. The technical scenario was the same, but the demographic specifics were different. The CDR has been searched way more than twice now. Once the patch was installed on 18 Aug 2004, continued monitoring has yielded no new pseudo-SSN cases.

Answer Provided by: Dave Parker

Build 837.4

Date Submitted: 03/02/2005

What happens to partial encounter data captured in CHCS II if the appointment is documented fully in CHCS? Example – a clerk checks a patient in on CHCS II, but the provider is running way behind and does the orders in CHCS, and hand writes the paper chart, so the CHCS II note remains in “checked in” status. Or, the clerk checks the patient in on CHCS II, the provider starts the note in CHCS II, but then for some reasons reverts to CHCS I and does the orders and handwrites the note and never finishes the encounter in CHCS II.

This scenario may occur if an encounter was initiated in CHCS II, but the network goes down and the CDR cannot be accessed, so the encounter is completed in CHCS. The appt would stay open in CHCS II in whatever status the end user left it in before reverting to CHCS I. If the user sets their Appointments filter to show all appts with an Incomplete status, those encounters that were started in CHCS II but never completed would be displayed. Users should not cancel the incomplete appt in CHCS II. Cancellations in CHCS II will write over billing information in CHCS I. The best thing to do is leave the CHCS II appt alone. The Information Management group at CITPO is reviewing a feature called “administratively closed” as an option that will stop the life of the encounter. This feature marks the encounter as “Complete” to the point where information is not written to ADM. The goal is not to negatively impact the billing information.

Answer Provided by: Virginia John

Build 837.4

Date Submitted: 03/02/2005

Army Profile

Deploying personnel with CHCS II training are required to bring their Extract with them either on diskette or thumb drive. What is an Extract?

An extract is a copy of the end user's personal CHCS II templates.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/2/2004

Assessment and Plan

How do we document standing orders?

Standing Orders, orders that are routinely placed for common ailments, can be ordered like any other order, through A/P Order Entry. The user must have the appropriate permissions to place orders and the provider may have to sign the orders, depending on the signature class of the ordering team member.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How do you delete a diagnosis from the A/P module?

Highlight the diagnosis and click the Delete icon on the Action Bar. Note: this does not cancel any associated orders. Any orders associated to the dx are now un-associated.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How many diagnoses can be documented in A/P?

Up to 15 diagnoses may be documented in A/P but only the first four are sent to ADM in CHCS (same business rules as CHCS).

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

If the user discontinues an order in the A/P module of CHCS II, is that the same as deleting the order within CHCS I? Also, how do you cancel an order that has been submitted through the O/E tabs in CHCS II?

Deleting an order only removes it from the Orders and Procedures window. To discontinue the order, highlight the order in the Show Orders window, and click the **Discontinue** button.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can you multi-select orders in the Orders & Procedures window of the Diagnosis tab A/P module to associate the orders to a diagnosis?

Each order must be selected individually to associate it to a diagnosis if you are doing this from the Orders & Procedures window. However, order sets, or multiple procedures (use Ctrl key), or multiple other therapies (use Ctrl key) can be associated to a highlighted diagnosis at the time they are added to the Orders & Procedures window.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Where can we set modifiers?

Modifiers may be added to procedures in the A/P module. Add the procedure and then select the procedure, from the Diagnosis area, to open the Procedure Details window. E&M code modifiers may also be selected through the Additional E&M Coding tab in the Disposition module.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can you cancel lab orders in CHCSII?

Yes, lab orders can be cancelled through the A/P module. Click Show Orders and use the buttons at the bottom of the order entry screen.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How to credit clinic workload to provider doing inpatient visits on the floor outside provider's clinic?

The ability to receive credit for doing rounds in the hospital is coming in build 837.1. CHCS II will allow for the completion of a RNDS (rounds) appointment type. CHCS will automatically create rounds appointments for the inpatient patients and those appointments will be visible in CHCS II. These appointments can also be created in CHCS II. Refer to the release notes under the IBWA (Industry Based Workload Alignment) feature.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How to credit Cast Clinic workload for work done under provider in Orthopedics?

This functionality is coming in build 837.1. When the procedure is documented, a pop-up window opens allowing you to select another clinical team member who performed the procedure, along with their role. Refer to the release notes, [here](#), as well.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Do you have any guidance regarding how we should enter results of treadmill testing (a procedure) in CHCS II relative to the manner previously done in CHCS I? Also, how do we document completion of the treadmill test (GXT-graded exercise test) and get workload credit for performing the procedure?

For workload, document the actual procedure in the A/P module. To document results of the treadmill test, create a procedure template using treadmill test as a Test term in the S/O module.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 10/31/2004

When a Provider adds comments to a lab order in CHCS II, where are these comments documented and does the lab technician see these comments in CHCS? Also, how can the Provider view order comments for a resulted lab test in CHCS II?

In CHCS II, comments for the Lab are documented on the Order Lab tab in the Comments: (Optional) field. The comments can be viewed by the lab tech when reviewing the lab order in CHCS. The order screen in CHCS shows the exact order as it is entered by the Provider in CHCS II.

The Provider can see any order comments when the results are viewed in CHCS II. From the Lab module, the Provider would highlight the lab test to view the result in the lower portion of the window. Any order comments will be denoted by <o>. The Lab Legend says to double-click on a cell with <o> to view the Order Comments.

*Refer to the Lab Comments in CHCS II.ppt file for more details.

Answer Provided by: Karen Chapman and Jackie Sanders

Build 837.4

Date Submitted: 11/1/2004

A non-Provider doing administrative Telcons must have a Diagnosis to sign the Telcon. The codes on paper say V68.69, V68.49, and V65.40. These codes do not appear in the A/P module.

V68.9, V68.89, and V65.40 are all valid ICD-9 codes for 2004/2005 and they are in MEDCIN. V68.49 is not a valid code for 2004/2005.

Answer Provided by: Jackie Sanders and Traci Schrack

Build 837.4

Date Submitted: 11/1/2004

Nurses at the MTF generally administer 150mg Depo injections. Depo injection only listed as 50mg on the Procedure tab in the A/P module. How should the 150mg injection be annotated and what diagnosis should be selected?

Check with the MTF coders to determine the correct diagnosis. From the Procedure tab in the A/P module, search for CPT code 90782 and add Dr. Supervised Injection Intramuscular to the encounter. Select the HCPCS radio button and search for J1055 to add INJ, MEDROXYPROGESTERONE ACETATE FOR CONTRACEP. USE, 150MG to the encounter. Per CHCS II 837.2 functionality, the Nurse would be added to the encounter as an Additional Provider and associated with both the CPT and HCPCS codes. This functionality does not write back to the SF600, but can be verified by opening the Add Providers window from the SF600.

Answer Provided by: Karen Chapman, Dr. Tony Inae, Jackie Sanders and Traci Schrack

Build 837.4

Date Submitted: 11/1/2004

User unable to find Benadryl or Epinephrine injection when searching the Procedure tab. Patient stung by wasp and had to get injections by the Nurse. How should the Epinephrine injection be annotated?

From the Procedure tab in the A/P module, search for CPT code 90782 and add Dr. Supervised Injection Subcutaneous to the encounter. Select the HCPCS radio button and search for J0170 to add INJECTION, ADRENALIN, EPINEPHRINE, UP TO 1 ML AMPULE to the encounter. Per CHCS II 837.2 functionality, the Nurse would be added to the encounter as an Additional Provider and associated with both the CPT and HCPCS codes. This functionality does not write back to the SF600, but can be verified by opening the Add Providers window from the SF600.

Answer Provided by: Karen Chapman, Jackie Sanders and Traci Schrack

Build 837.4

Date Submitted: 11/1/2004

Why are encounters with ICD9 code V72.31 generating ADM write back errors?

The ADM write back errors are being generated because the ICD9 2005 codes were implemented from Medcin in CHCSII on October 1. CHCS is still using the 2004 codes. The sites were given a 30 day extension to finish 2004 encounters before CHCS was updated with the 2005 codes. V72.31 is a new code. It is active for 2005 but not 2004, so CHCS doesn't recognize it. These encounters will be resubmitted to ADM after the CHCS table has been updated and these encounters should be written back correctly.

Answer Provided by: Traci Schrack

Build 837.4

Date Submitted: 11/1/2004

When a provider diagnosis anxiety 799.2 in CHCS II it comes over as NERVOUSNESS 799.2 in CHCS I. Why is there a discrepancy in the diagnosis descriptions?

CHCS II uses MEDCIN terminology and CHCS uses ICD-9 terminology. The 799.2 code is recognized as anxiety in CHCS II. When the code writes back to CHCS, it is recognized as NERVOUSNESS. The code is the same in both systems, but the descriptions differ based on MEDCIN and ICD-9 terminology.

Answer Provided by: Traci Schrack

Build 837.4

Date Submitted: 11/2/2004

Are there any circumstances in which the A/P module is more useful or appropriate for recording intramuscular injections? (i.e., Depo-Provera)

The administration of Intramuscular injections, such as Depo-Provera shots, should be documented in the A/P module to receive proper workload credit. From the Procedure tab in the A/P module, search for CPT code 90782 and add Dr. Supervised Injection Intramuscular to the encounter. Select the HCPCS radio button and search for J1055 to add *INI, medroxyprogesterone acetate for contracep. use, 150mg.*

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/2/2004

What diagnostic code should be used when a female patient comes to the clinic for a Depo injection?

The contraception code used for the reason for the visit should be documented. V25.02 is for initiation of other contraception measures, including Depo-Provera. V25.49 is for surveillance of previously prescribed contraceptive methods, including Depo-Provera. V25.43 is for an Implantable subdermal device like Norplant and V25.5 is for insertion of implantable subdermal contraceptive like Norplant.

Answer Provided by: Traci Schrack

Build 837.4

Date Submitted: 11/2/2004

In the Additional Provider box that comes up when documenting an additional provider, a list of providers is already in the pull down menu. Who is already in that list?

The list is the same one that is available when the appointment is created, the Clinic to which the logged on user is associated. To add someone to the list, they must be associated with the same clinic.

Answer Provided by: Ed Alex

Build 837.4

Date Submitted: 11/3/2004

How would you document basic patient instructions (for example, instructing a parent to continue giving their child Dimetapp at home during a telephone consult) for a telephone consult without actually placing a medication order in the A/P module?

Either enter this information in the Provider Note of the Quick Entry screen or save and open A/P to document the instructions in the diagnosis comments field.

Answer Provided by: Laverne Wright

Build 837.4

Date Submitted: 11/23/2004

When do consults in CHCS II drop off, if no action has been taken?

Follows the same business rules as CHCS.

Answer Provided by: Laverne Wright

Build 837.4

Date Submitted: 11/23/2004

Why is the comments field associated with a diagnosis important? How is it used?

Some providers use this field to document the plan for the patient, any r/o comments, or to indicate their reasoning for the selected diagnosis.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Why is it important to associate orders and procedures to diagnoses? Can an encounter be signed if this is not done? Does this affect coding?

Associating orders and procedures with the appropriate diagnoses allows for good documentation and therefore correct billing claims, the end result is a problem-oriented health record. Through the Problems module, end-users can view a specific problem and all of the associated encounters and treatment plans. An encounter can be signed without associating the orders and procedures with the diagnoses. However, this violates ADM business rules and will generate an error on the SADR exception report. The E&M code is affected by the number and complexity of orders and procedures.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Assessment and Plan headings appear under the S/O portion of the encounter when certain terms are selected. This is awkward since assessment and plan headings are typically found in the A/P module.

We agree this is awkward. In some cases, some items were included in S/O templates as a work around (e.g., follow up instructions), to avoid having to add a lot of free text in the A/P comments section. The headings originate from the Medcin tree. In the base Medcin product, the SOAP note is documented using Medcin terms from the same window. In CHCS II, the DoD split Medcin up in the S/O and A/P modules, so the Medcin headings had to be split. One leftover of doing this is that certain Medcin headings can still be displayed in the S/O note.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Where are J-Codes (injections) listed?

A/P module, Procedures tab – HCPCS codes.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

What is the difference between Submit and Submit All?

Submit is used when placing orders one at a time. It sends orders to the ancillary departments individually. Submit all is used when orders have been batched using the Save to Queue function. It sends all the orders in the queue to the ancillary departments all at once.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

What happens when a provider cancels an NPOE ordered lab or rad? Often, these are already performed prior to the patient seeing the provider or the provider signing the order.

This works the same as it does now with CHCS, as CHCS is still utilized for order entry functionality. An order that has already been accessioned in CHCS cannot be cancelled.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

When placing an order for a lab test or radiology procedure that is not performed on-site (for example, the test is ordered by a Provider at Langley, but the patient has to go to an off-site location to have the test or procedure completed), there is no “Dispensing Location” option as there is in Meds module. Do the providers continue to order those types of tests in CHCS?

Any test that is available in the CHCS ORE Lab or Rads menu should be available in the CHCS II OE pick lists for Labs or Rads, including those tests performed off site. However, the capability to add the location or division, as in CHCS, is not currently an option in CHCS II. This will be submitted as a SCR.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

CAC

If users already have a 6-digit PIN for CAC readers, will they be able to use the same PIN with the CAC functionality in 837.2 or is an 8-digit PIN required?

The 6-digit PINs should work fine when logging into CHCS II using the CAC. The DoD requirement for PINs is 6-8 characters. This issue was noted by DT&E and an SCR has been submitted asking that users only be instructed to enter their PIN, not labeling the PIN with a specific amount of characters.

Answer Provided by: Ralph Tompkins

Build 837.4

Date Submitted: 11/2/2004

When AMEDD trainers use a CAC to log into CHCS II as different users for testing purposes, are the credentials stored on the local workstation or system wide? For example, a trainer logs into PC1 using the Doc A test account. The trainer returns to his desk to perform a functionality check and inserts his CAC. Will he be logged into PC2 as Doc A or as his personal account?

If the trainer is using the CAC functionality to log in to CHCS II as Doc A, he would have to enter Doc A's PIN in order to access CHCS II on PC1. When moving to PC2, the user would have to enter the correct PIN to login as Doc A or as himself. After inserting the CAC, the user has to enter their 6-8 digit PIN to successfully log into CHCS II. The user will not be automatically logged into CHCS II simply by inserting the CAC into the CAC reader – entering the PIN is the second part of the login process.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/11/2004

What if User 2 inserts their CAC into a PC while User 1 is logged in? Doesn't the system close all of User 1's open applications?

If User 2 uses his CAC to login to the workstation while User 1 is logged in, User 1's CHCS II session will be automatically locked. The CAC Enablement functionality only pertains to CHCS II – it does not have an impact on other applications that may be open on the workstation.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/1/2004

CAC as described in the 837.2 Release Notes deals with logging in/out of CHCS II directly; however, there is a problem with end users being logged into the MTF LAN. The security at most MTFs requires an individual to log out or lock his/her workstation on the LAN if they left the room. To utilize the CAC login feature, someone would have to stay logged in to the LAN at all times, violating the security requirement. For example, a Technician is logged into the LAN and also logged into CHCS II. Once he finishes his documentation, the Technician can remove his CAC, thus locking his CHCS II session and leaves the room to get the next patient. Technically, the Provider can come in and utilize his CAC to login to the same workstation and go on with business as usual. However, the Provider would be using the LAN under someone else's login and violating security. If the Technician had logged out of the LAN, the Provider would need to relog into the LAN and open a new session of CHCS II. In essence, no keystrokes can be saved. This also brings up the question of rebooting. If the CAC is removed with a session of CHCS II in suspension, will data be lost, will the encounter be locked, or some other effect?

This issue should be an issue now. One person logs into the PC and multiple clinical team members access CHCS II on the same workstation. Currently, do they log out of the PC every time they finish a CHCS II session? The CAC is not required for log-in. Users will still have the ability to log into CHCS II with their username and password. This issue should not be new and will be a policy decision at the site.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/11/2004

Does the CAC PIN have the same security password requirements, such as upper/lower case letter, number, and symbol? Do the users generate their own CAC PIN? Will this need to be changed periodically like other passwords?

No – The PIN is a 6-8 digit string. It is assigned at the time the CAC is created. The PIN does not change.

Answer Provided by: Ed Alex

Build 837.4

Date Submitted: 11/11/2004

CDR

What is the process for removing inactive patient records from the CDR (e.g., when a patient dies or becomes ineligible for care in the direct care system)? Also, what is the process for removing providers/nurses/techs from the CDR when they separate from the military? What is the process for removing clinics that have permanently closed? For medicolegal reasons, the data cannot be destroyed. But is there a plan for archiving it somewhere, so that CDR storage space is not cluttered up with data that is no longer needed in the context of patient care?

There are no current archiving requirements, and we are not aware of any current or immediate concern with storage space for these deceased/ineligible patients, though this future possibility should probably be considered more thoroughly. There is a defined process for disabling users and clinics- once a clinic is inactivated in CHCS, the table-synch processes make those clinics inaccessible to the users.

Answer Provided by: Dave Parker

Build 837.4

Date Submitted: 03/02/2005

What is the storage capacity of the CDR? We've been briefed that when the CDR reaches 128 CPUs per dome, completely new architecture will be needed. What's the plan? If we can move the no longer used data referred to above in question 3, will the 128 CPU architecture be adequate storage space for the foreseeable future?

Tests are currently being conducted to develop the plan for new architecture. The 128 CPU architecture is more than enough storage space for the foreseeable future.

Answer Provided by: Jason Smith

Build 837.4

Date Submitted: 03/02/2005

CHCS II Training System

Clinical Notes

Consult Log

In CHCS, the ordering provider gets the consult back fully completed. Will this happen in CHCS II? If so, how will the provider be alerted? If not, what is the workaround?

Completed consults are viewable in CHCS II (for more details see previous consult questions). The statuses (e.g., pending review, pending appointment, completed, etc.) of consults to or from a particular provider are listed in that provider's CHCS II Consult Log module.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

When ordering a consult that is not directed to a specific provider, how do you view that consult order in CHCS II?

The consult order itself is viewable in the Active Consults window of the Order Consults Tab. The Consult Log module is user specific: the statuses of consults entered to or from that user are viewable. If a consult was sent FROM CHCS II and not directed to a provider, the status can be viewed in CHCS II Consult Log as a consult from that user.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How does a consult created in CHCSII effect CHCSI?

A consult ordered in CHCS II writes to CHCS I. The business process, once the consult crosses to CHCS, does not change. Completed consults are viewed as follows:

1. Ordered in CHCS, completed in CHCS: Viewable in the CHCS II Clinical Notes module or CHCS consults module
2. Ordered in CHCS, completed in CHCS II: Viewable as an encounter in CHCS II and writes to the consult module of CHCS. The appointment must first have been linked to the CHCS II encounter.
3. Ordered in CHCS II, completed in CHCS: Viewable in the CHCS II Clinical Notes module and the CHCS Consults module.
4. Ordered in CHCS II, completed in CHCS II: Viewable as an encounter in CHCS II and in the CHCS Consults module if the appointment was linked to the encounter.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

If a Provider receives a consult in CHCS I, what actions are taken in CHCS I or CHCS II to complete that consult?

If a consult created in CHCS is linked to an appointment, the encounter completed in CHCS II will write back to the CHCS consult. If a CHCS II provider orders a consult and the consult is completed in CHCS, the results are viewed in CHCS II Clinical Notes.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can we add a specialty to the drop list on the Consult Module?

The clinics listed in the Specialty drop-down list are the clinics that are available in CHCS.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can consults to Civilian Providers be ordered through CHCS II?

Out-of-house consults (Non-MTF) (aka: civilian consults) cannot currently be performed in CHCS II. Civilian consults will NOT go to the proper channels (hand carried or otherwise) for routing and appointing. The Provider must toggle over to CHCS legacy and enter the consult in the standard fashion. He/she may and probably should copy the consult screen in legacy and paste it into the comments section of the Diagnosis in the A/P module of CHCS II so that there is an electronic record of the event available in the CHCS II provider note.

Clinics/locations that are of the hospital location type MCP NON-MTF are not currently table synched and mapped. There could be over a thousand of these locations at a large site. As a result, consults that are associated with these locations cannot be submitted in CHCSII/PGUI. Some sites have changed the location type for these locations to CLINIC instead of MCP NON-MTF so that they can submit these consults, but it is true that then everything on the CHCS side cannot be handled the same way it would be if the type was accepted as MCP NON-MTF. MTFs are making the decision to not use the Civilian consult because it exists on paper only and excludes any involvement by the MCP Tricare staff. This issue has been noted and a change enhancement is being considered.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/1/2004

Define the process for ordering Military/TRICARE consults in CHCS/CHCS II.

1. DOC A orders a consult to DOC B in clinic PMT. The patient does not need to hand-carry the consult but should contact TRICARE for appointing the consult.
2. The PMT clinic receives the request for the consult in CHCS I and BOOKS it to an APPOINTMENT for DOC B in CHCS I. (This is where a lot of people are getting lost)
3. CHCS I will send the PMT consult appointment to CHCS II in the next Appointment Download process.
4. The consult is displayed as an appointment in DOC B's schedule.
5. DOC B sees the patient and completes the encounter.
6. The encounter is written back to CHCS I.
7. When CHCS I receives the appointment, it sees the ID Tag of the appointment and remembers it was a consult.
8. CHCS I writes the consult note to the Consult log and notifies DOC A that the results are in.
9. If the consult was ordered in CHCS and completed in CHCS, the completed consult is viewable in the CHCS II Clinical Notes module and CHCS Consults module.
10. If the consult was ordered in CHCS and completed in CHCS II, the completed consult is viewable as an encounter in CHCS II and writes to the consult module of CHCS. The appointment must first have been linked to the CHCS II encounter.
11. If the consult was ordered in CHCS II and completed in CHCS, the completed consult is viewable in the CHCS II Clinical Notes module and the CHCS Consults module.

12. If the consult was ordered in CHCS II and completed in CHCS II, the completed consult is viewable as an encounter in CHCS II and in the CHCS Consults module if the appointment was linked to an encounter.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/1/2004

Is there an Advice Only option? Or how would a provider indicate that a consult = advice only? A consult order is not being placed for the patient, but the originating provider simply wants to seek advice on the patient's condition from another Provider within the specialty area (like a Family Practice doctor simply seeking advice from an Internal Medicine doctor on a patient's condition without formally ordering a consult to Internal Medicine). "Advice Only" is an option for consults initiated in CHCS.

CHCS II consults do not have an "Advice Only" option. An SCR has already been submitted requesting this capability. Providers do have the option of viewing the current or previous encounters for any given patient. If assistance was given during the current encounter, use the Add Provider functionality to receive credit for the advisement.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

When a patient is sent to an outside clinic for a consult, is it ordered through CHCS I?

If outside means outside the MHS: Consults for civilian clinics can be DOCUMENTED through CHCS I or CHCS II. An electronic copy of the consult would have to be printed from either system and the patient would hand-carry the consult order to the Provider at the outside clinic. In CHCS II, on the order consult screen, select the civilian radio button, fill out the required fields (the output method is print only), and click submit. The consult is documented and printed.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Co-Signs

When appending a Note to an encounter, is the encounter considered co-signed, or does the provider need to use the Sign Note option?

Appending a note to an encounter does not co-sign the encounter. The note itself must be signed. If the note is added through the Co-signs module, the encounter still needs to be co-signed after the signing of the appended note.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can the original designated co-signing provider transfer/change the co-sign responsibility to an encounter that requires his/her co-signature to another to co-sign?

Appointments can be transferred if they have not been signed. Once signed, even if needing a co-signer, they cannot be transferred.

Once an encounter has been assigned a co-signer, you cannot 'transfer' the co-signing responsibility. If provider A is out of the office, provider B can co-sign provider A's encounters by using the Providers button in the Co-signs module, as long as provider B has co-signing privileges.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

If Nurses do fetal non-stress testing in the OB/GYN clinic and close the encounter, is it necessary for Providers who read the monitor strip to co-sign the encounter?

Determine how this was handled in the paper world and choose from one of the following options:

1. If the Provider is able to sign the monitor strip in the paper world, then they can continue to do and no co-signature is needed.
2. If the Provider is required to co-sign the encounters from a clinical/legal perspective, then it would be easier to assign the encounter to the Provider to sign when the nurse is complete with the documentation.
3. If the Nurses have the nurse_wellness role and there is no clinical/legal reason the Provider must sign, then the Nurse can sign the encounter and there is no need for the Provider to co-sign the encounter. The encounter is complete when the Nurse signs it.

Answer Provided by: Karen Chapman, Gloria Mason and Traci Schrack

Build 837.4

Date Submitted: 10/31/2004

What are the implications for the patient if a co-signing Provider is unavailable to countersign orders (specifically medication orders)? Is there a difference in this regard between CHCS and CHCS II? Can any provider cosign for a practitioner requiring cosignature, or does a specific individual have to cosign for a specific other provider? Will lab, radiology, pharmacy carry out a CHCS II order before it is electronically cosigned? If not, will lab/radiology/pharmacy tell the ordering provider that his/her order is not being carried out pending cosignature?

All order signing/order rules are the same as Legacy – no changes. The CHCS I Trainer/System Administrator can provide additional information.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Demographics

How do you modify an active duty member's Special Work Status per the results of lab tests (if the results of a test were positive)?

The Special Work Status may be modified in either the Demographics or the Disposition module. When and under what circumstances the work status is changed is subject to MTF policy.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Is the Patient Address/Insurance Verification Form based on an industry standard?

The form is based on designs provided through the requirements process.

Answer Provided by: Virginia John

Build 837.4

Date Submitted: 03/02/2005

CHCS II uses FMP instead of DDS. Since FMPs are not standardized across MTFs, why isn't DDS used? What effect does this have on the clinical staff team when they are doing their jobs? For example, if a child is a 03 here, but a 01 at Little Rock, will we get the child's complete medical record?

FMP is not the way that CHCS II identifies patients; rather it is by the DEERS identifier. CHCSII uses the DEERS ID, and if one is not found in CHCS, then CHCSII does a DEERS PID fetch. This was designed from the beginning to ensure that the correct result occurs from the situation across sites described above. Problems do occur sometimes if duplicate records are generated in CHCS. A patient merge utility is a means to resolve duplicate record issues.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Disposition

Which standard (1995 or 1998) is the E&M calculator using (1995 is a more generous calculator)?

The E&M calculator uses the 1997 standards.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can you select the patient and parent as the default for review of discussion items?

No, only one may be selected. Additional information can always be added in the comments field on the Disposition screen.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Why doesn't E&M coding show on SF600?

DOD has decided not to include the E&M code on the SF600. If a coder changes the coding in CHCS ADM based on existing documentation in the Encounter (free text, addition of modifiers...), then there is no discrepancy between the code on the encounter and the code in ADM.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How does coding come from free text?

The E&M calculator does not consider free text. It is important to use the structured terms as much as possible to receive an accurate code. The E&M code can be manually selected, though, if a large amount of free text is used, via the Selection tab in the Disposition module.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

What are HCPCS (on the Procedure tab of A/P)?

Healthcare Common Procedure Coding System Please refer to <http://cms.hhs.gov/medicare/hcpcs/codpayproc.asp> for complete explanation.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

A Provider documented a simple encounter and CHCS II calculated an E&M code of xxxx4. The Provider documented a second encounter involving more complex decisions, multiple diagnoses, head-to-toe exam, lab and rad orders. CHCS II calculated an E&M code of xxxx2. The Provider wants to know why the coding differed from her expectations.

Not sure about this one -- various factors can impact system calculated E&M code (user documentation, diagnoses, procedures, appt time, appt type, or patient status).

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/1/2004

Are there instructions on where, when, and why a Provider would want to use additional E&M codes? Isn't there supposed to be one E&M code per visit?

Prolonged visits are the primary reason for coding additional E&M codes (99354-99357). Another reasonably common option is a visit that is primarily, say, a Prevention Visit (very specific rules for this) in which a non-trivial Medical problem is addressed (and not just a refill of a med or something similar). The AMA CPT code book includes these examples.

For future reference, refer to the latest ADM Coding Guidelines.

Answer Provided by: Dave Parker

Build 837.4

Date Submitted: 11/4/2004

For the Injury/Accident functionality, will more locations be added for Auto Accidents as the software expands? The current locations only list 50 states, District of Columbia, Classified, and Unknown. No foreign countries or other locations are listed (such as US Territories – Guam, Puerto Rico, Guantanamo, etc.). If the related cause code is EM (Employment), does that refer to a job related accident experienced by a dependent of the Active Duty Member (LtCol Smith's son slipped and burned his arm on the grill while working at McDonald's) or an accident experienced by the Active Duty Member while on deployment?

There is no tasking to supplement the current list of Auto Accident locations.

The EM related cause code refers to both – it can be used to identify the place of employment as the location for an accident/injury for an Active Duty Service Member as well as a dependent.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/11/2004

Flowsheets

Can you import vitals into an Access database or Excel spreadsheet?

No, vitals cannot be exported. In CHCS II, create and print a vitals flow sheet from the Flow Sheets Module.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

What is the time range (or number) of lab results available to print from the Flow Sheets module? Is that time range or number modifiable?

The Flow Sheet displays all labs from the Lab Results module. 36 months of historical lab results are pulled over when CHCS II is first activated at a site. The date/time ranges of the labs displayed in Flow Sheets are not filterable. However, a consecutive portion of the labs may be selected and printed out from the Flow Sheet, instead of printing all of the data.

Answer Provided by: Laverne Wright

Build 837.4

Date Submitted: 11/23/2004

Health History

Immunization Admin

Laboratory

Can results for a lab test documented via the Tests tab in the S/O module (but not ordered in the A/P module) be viewed in the patient's Lab module? A Provider performs fecal occult blood tests in the clinic and wants to know how to document the procedure and capture the workload.

A patient's lab results can only be viewed in the Lab module if the lab test is ordered through CHCS using the Order Lab tab in the A/P module. If the lab test is completed as an in-office procedure instead of sending the patient to the lab, the results will not be available for review in the Lab module. There is no way for the Provider to take credit for the procedure and enter the results in CHCS.

Answer Provided by: Karen Chapman and Jackie Sanders

Build 837.4

Date Submitted: 11/1/2004

How do you print lab results from the Lab module?

Currently, there is no File-Print-Lab Result function in CHCS II for the Lab module. To print lab results in CHCS II, users can select one of the following options:

1. If the user wants to copy lab results directly to an encounter note, the Copy to Note function should be used after selecting the lab result in the Lab module. The results will display on the SF 600 once it is sent to the designated printer.
2. If the user wants to copy lab results for a patient outside of an encounter, use the Flowsheets module to print the entire Lab Results flowsheet or a portion of the flowsheet to the designated printer.

CITPO SE had determined that this is a change enhancement and not a bug. As such, this will need to be processed through the IM/CITPO channels for prioritization and funding.

Answer Provided by: George Frechette and Jackie Sanders

Build 837.4

Date Submitted: 11/1/2004

Is there a way to know if lab results are complete?

Yes, results that are completed in CHCS trigger the Alert icon to display in the Patient ID bar and an alert is received in the Alert and New Results module.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

If new results are resolved in CHCS, are they resolved in CHCS II?

If a result was viewed and tossed in CHCS, the new result will be removed from the CHCS II New Results list.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

What if a provider wanted to view more than 40 lab results?

Set the Tests filter to All. This will show all the results for the selected patient, (for past 36 months).

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

List Management

Who sets up clinic pick lists?

The ability to create Clinic Favorite lists of diagnoses, procedures, and complaints is tied to a privilege in the CHCS II Security Matrix. There is not one specific user role that can execute this task. It all depends on if the user role has been given the access rights to add clinic favorites. All those with provider and nurse wellness privileges can set up the clinic lists.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Local Cache

What is the contingency plan should CHCS II go down once CHCS I is no longer available?

The Clinical Information Technology Program Office (CITPO) is developing a local caching solution. In the event of a network outage, CHCS II would fail over to the local cache, allowing users to continue working with most of the core functionality still intact. In the event of a complete outage or disaster scenario, the MTF should implement its Contingency of Operations Plan. Currently when CHCS is unavailable physicians still have the ability to write scripts for pharmacy, may have to resort to paper temporarily.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Medications

Do OTC meds autosig when ordering or adding to Meds module?

OTC meds documented in the Meds module DO NOT have an autosig associated with them. The sig is a free text field. Those OTC meds come from the HDD, not from the CHCS formulary. If OTC type meds are ordered, they are ordered through the CHCS formulary. If a sig is associated in the CHCS formulary, then the sig will auto populate in CHCS II Order Entry.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can a user discontinue a med? If so, how?

Users can discontinue a medication from either the A/P or Medications modules by using the Discontinue button within Show Orders at the bottom of the Order Entry screen.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Why can't I refill an expired Meds order?

In CHCSII, medication orders are generally managed in CHCS. Although ordering medications is surfaced to the user in CHCS II, most of the actual processing is done in CHCS I. Thus CHCS's business rules govern their processing. In CHCS, medications have an expiration date set for them that is based upon the type/class of medication. For most medications this expiration is set for one year. Once the order expires, the Provider must generate a new order for the medication, even if the medication is for a chronic, life-time medication. These are CHCSI business rules, also enforced when in CHCSII.

Answer Provided by: Dr. Tony Inae and Gloria Mason

Build 837.4

Date Submitted: 11/1/2004

Does the Meds module show all DOD fills like CHCS II (including outside MTF like Walgreen)? When you record OTC/Outside Med does it affect the patient profile (PDTS)?

PDTS warnings that come across to CHCS also surface in CHCS II. A change request was approved and requirements are written to enable the PDTS Patient Medication Profile in CHCS II. OTC/Outside Meds recorded in the Meds module do not write back to CHCS/PDTS.

Answer Provided by: Laverne Wright

Build 837.4

Date Submitted: 11/23/2004

The renew button is useless because it only allows you to renew current medications, why use it? Also, a patient NEVER comes to get an active medication renewed... other wise it wouldn't need to be renewed.

The Renew functionality works just as it does in CHCS. The Renew function allows the RX order to be renewed, extending the active status of an order beyond a specified future expiration date, at any time before it is expired. Example: A patient has an RX order for a medication that expires in a year (a medication that is taken regularly for the life of the patient) and obtains a renewal for the next year before the expiration.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 03/02/2005

Do Renew and Modify work in live system?

Yes, both renew and modify are functional in the live build.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How can we get a discontinued med into the note?

Discontinued meds display in the Add Note section of the SF600.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Why is an encounter needed to order and discontinue meds?

This is tied to ADM Outpatient Itemized Billing (OIB) business rules, which require that all orders be associated with a diagnosis.

Answer Provided by: Laverne Wright

Build 837.4

Date Submitted: 11/23/2004

Navigation and Account Information

How do you turn off the Physician's Shortcut panel?

View menu>**Shortcuts**>deselect **Large Icons**.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 10/31/2004

I do not have the folders shown on my desktop, how do I get them to display?

Select **View** from tool bar and select **Folders**.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

All of my icons on my desktop for CHCS II are not displaying. How do I get them to display?

Select View, Toolbar or Action Bar and select icons, text or both.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Is there a Spell Check feature in CHCS II?

Not currently, but a SCR has been submitted requesting this feature.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

If system is locked, can another user log onto the same computer?

If CHCS II is locked, another user can log into CHCS II. If the workstation is locked, another user cannot log into the workstation or CHCS II.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

What is the time limit for the CHCS II lock functionality? Does the time limit vary across sites, or is it constant?

There is no set time limit – the application will not close automatically once the CHCS II session is locked. The session will remain locked until the user returns to the workstation and unlocks the session.

Answer Provided by: Virginia John

Build 837.4

Date Submitted: 03/02/2005

Can one provider log onto two different computers?

A provider can log into CHCS II on multiple workstations without locking the CHCS II application.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

When an active duty member PCS's to another base, do they need to be issued a new CHCS II username and password by the CHCS II site administrator?

A user has only one CHCS II enterprise account. When the user transfers to another base, he or she must re-register using the "existing account" option. The gaining System Administrator must synch the existing account with CHCS at the new host site.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How big is the HDD? Where does it come from?

The 3M Healthcare Data Dictionary's vocabulary component identifies and represents the various medical concepts found in clinical data, and it is organized to support synonyms and other lexical characteristics. As of June 2002, the 3M dictionary contains over 800,000 active concepts, nearly 5.3 million representations, and nearly 6.6 million relationships. The source vocabularies are:

- Unified Medical Language System (UMLS)
- Logical Observation Identifiers Names and Codes (LOINC)
- National Drug Codes (NDCs) from the First Data Bank Pharmacy database
- ICD-9-CM
- Diagnostic Related Groups (DRGs)
- All Patient-DRGs (AP-DRGs)
- All Patient Refined-DRGs (APR-DRGs)
- CPT®-4
- HCPCS
- PTXT (from the 3M™ HELP System)
- Medcin® (E&M coding data from Medcomp Systems, Inc.)
- Customer vocabularies (legacy systems, local and organization-specific terms)

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Will PIMR continue to be accessed through CHCS I? Will PIMR be integrated into CHCS II?

CHCS II does not currently interface with PIMR. The AF/SG CHCS II team is in discussion with AFMSA and the Clinical Information Technology Program Office (CITPO) in regard to adding a PIMR interface to CHCS II.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Are there plans to have CHCS II interface with the Shipboard Automated Medical System (SAMS) program?

An interface for immunizations records to go into the CHCS II CDR from the Air Force systems is scheduled for the Nov 2004 field release. The interface for immunizations records to go into the CHCS II CDR from the Army and Navy systems is scheduled for the March 2005 field release. The immunizations portion of SAMS is the only data element planned for interface with CHCS II at this time.

Answer Provided by: Thad Goodman

Build 837.4

Date Submitted: 03/02/2005

Are there any plans for CHCS II to interface with the Veterans Administration (VA) system?

A prototype is going on right now (Sep 2004) – the government has requested a prototype between CHCS II and the VISTA system to verify how information is being shared between the two systems.

Answer Provided by: Virginia John

Build 837.4

Date Submitted: 03/02/2005

What do new CHCS II user's require?

1. User must have an ACTIVE CHCS I account.
2. User must be trained in CHCS first.
3. Register user through CHCS I for CHCS II account.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

New Results

CHCS I allows user to tab through New Results – can this be done in CHCS II?

CHCS II does not allow the user to tab through the new results.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

If a new result is forwarded to another Provider in CHCSII, will that write back to CHCS Legacy? Currently, results reviewed, tossed or discarded in CHCSII do not write back to CHCS Legacy and the Provider still has to review them in CHCS Legacy. Is this issue currently being worked towards resolution? If this is the case, does it also apply to forwarding results or has this issue been resolved? The sites have been directed by CITPO to not use the New Results module for reviewing and tossing results.

If a new lab or radiology result is viewed and tossed or viewed and saved in the CHCS II New Results module, CHCS attaches an electronic signature to the result, indicating that it has been reviewed by the Provider. If a result is discarded or forwarded in CHCS II, there is no write back to CHCS. This functionality is consistent with current CHCS business rules. (Tested in 837.1)

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/2/2004

Can the provider set up a surrogate to review new results?

CHCS II does not currently have a surrogate capability; surrogates still must be set up in CHCS.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Order Sets

Patient Encounter

What does the Refresh icon on the SF600 do?

This icon refreshes all information on the SF600 except for the AutoCite section. You must click the "AutoCite" button to refresh information in the AutoCite section.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/05

Diagnosis entered into the wrong patient record.

Be sure that the Patient Name in the folder list matches the name in the Patient ID Bar at all times.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/05

How can I get a patient's entire family history to display in the AutoCite section of the SF600?

Only Active Family History information will display in the AutoCite area of the SF 600. Medical history information for family members can be annotated to the patient's medical record in one of two ways in CHCS II:

1. Documentation on the PMH tab in the S/O module during an encounter
2. Documentation in the Family History section of the Problems module. Medical history for family members documented during an encounter automatically populates to the Family History section of the Problems module when the encounter is signed. If the end user selects Active Family History as one of the AutoCite preference, active medical information for family members will be displayed on the SF 600 for all patient records. Inactive family history information will not display in the AutoCite area.

Answer Provided by: Karen Chapman and Jackie Sanders

Build 837.4

Date Submitted: 11/1/2004

Is it possible to copy the contents of the entire encounter note into another system, such as the SERC database?

Currently, there is no mechanism to copy encounter notes into other systems. This would violate security unless the system was known and approved by the CHCS II Program Office. Integrating the SERC database with CHCS II would have to be approved by CITPO. One thing that is happening that sounds similar to the SERC database is the addition of a "Profile" module in CHCS II. Further analysis needs to be done to compare the two, but it sounds like at least some of the reports might be similar.

Answer Provided by: Traci Schrack

Build 837.4

Date Submitted: 10/31/2004

What is the size limit of the "Add Note"?

The limit for "Add note" is 500k total (about 250k, 500k for a picture). If text only, that is 500,000 characters (250 pages). It does a pretty fair job of copy/paste as well; though complex tables in web pages don't do so hot (otherwise most web pages copy in fine). A given encounter theoretically could have virtually unlimited (>32,000) "Add Notes" -each with 500k; however, the encounter document (SF600) has a limit itself of about 14 pages (regardless of total file size).

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can not close/sign note?

Possible issue: if a note is not complete, but is saved as draft, then the note cannot be signed or completed.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Do items that are autocited receive credit in the E&M code? What about when lab/rad results are copied into note?

Currently, no credit is directly received for items autocited in the note or for results that are copied into an encounter.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Does using the Add Provider function give Nurses workload credit for performing procedures like patient injections? Where can the user view who gave the procedure since it does not write back to the SF 600? Does it show up in CHCS?

The Add Provider does not give workload credit to the nurse for doing a procedure. It only gives credit to a clinical team member who assisted with the encounter. It is not specific to any procedures. The ability to capture the workload for completed procedures is coming in 837.2 (HIPAA 837 – Appointed Provider Changes). The Nurse would be added as a Nurse and is associated with both the injection (CPT) and the injection med (HCPCS) codes. This functionality does not write back to the SF600, but can be verified by clicking Add Providers.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/2/2004

Procedure Workload Credit added via the Appointed Provider Changes functionality does not show on the SF600. However, will there be reports or other ways to bring up this information for clinic use? I assume the information is only for coding and manpower issues.

This information is to gather workload credit for individual clinical team members. The workload reports will be run from the same location they are currently.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/11/2004

Does adding additional workload via the Appointed Provider Changes functionality have any effect on the E&M code calculated by CHCS II? A procedure or process requiring multiple individuals should generate a higher code or more complicated process?

The addition of this functionality does not affect the E&M code. The procedure is still documented and is still counted in the E&M Code. This functionality provides the ability to capture the workload for the procedure.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/11/2004

Patient Immunizations

What is the proper way to post document vaccination dates in CHCS II?

In the Immunizations module on the Vaccine History tab, select the Add button to add the vaccine and document the date the vaccination was actually administered to the patient.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 10/31/2004

What is the difference between a vaccine and an immunization (singular and collective)?

Immunizations, also called vaccinations, help protect you or your child from diseases. When you are given an immunization, you receive a vaccine that contains fragments of a disease organism or small amounts of a weakened disease organism. The vaccine causes your immune system to develop antibodies that can subsequently recognize and attack the organism if you are exposed to it. Sometimes an immunization does not completely prevent the disease, but it will significantly reduce its severity. Immunizations are usually given by injection. Some immunizations are given only once, while others require several doses over time.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/2/2004

Now that the Immunizations module is available, should clinical team members stop using the A/P module to give vaccines?

When a patient is given an immunization, the injection is documented to the patient's Immunizations module. The A/P module - Procedures tab is used to capture workload credit for the immunization.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/2/2004

How does the Immunizations module documentation get connected with the patient record? To give workload credit?

The Immunizations module is used to track a patient's vaccination history. The vaccination history is a part of the patient's chart. Workload credit for immunizations is captured in the A/P module when the CPT is documented for the procedure.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/2/2004

Patient List

Patient Questionnaires

How will we document a patient's responses to standard questionnaires in CHCS II?

Once a standard questionnaire is created in the Patient Questionnaires module, two options are available. A staff member may interview the patient and enter the answers, or the patient may self-administer the questionnaire on a dedicated workstation (see next question), set up so that the patient only has access to the questionnaire.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How do you associate a questionnaire to an encounter and display the results on the SF 600?

In the Patient Questionnaires module, select and administer the questionnaire. Click **Done** to mark the questionnaire as complete. To associate the questionnaire to an open encounter, select the questionnaire and click **Encounter** from the Action Bar. If the patient has multiple open encounters, select the desired encounter. To display the questionnaire results on the SF 600, from the Encounter Summary module, click **Options** and select **Questionnaires** as an AutoCite preference. The results of the selected questionnaire will display in the S/O section of the SF 600.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/9/2004

Patient Search

PKC Couplers

Previous Encounters

Sometimes Copy Forward doesn't appear to work – what is wrong?

The Copy Forward template should be visible when opening the S/O or A/P modules after copy forward. If it is not visible, check the template drop-down list and reload the copy forward template. If a default template has been selected, the Copy Forward Template will have to be picked from the drop-down list.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

If a rad or lab is inadvertently copied to the note or is copied an extra time, can it be removed?

No, it cannot be removed.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Is there a (legal) difference between using Clinical Notes or Amending the Note when correcting information documented to the wrong patient record? When is one method more appropriate than the other?

There is no legal difference that we are aware of. If an encounter was completed on the wrong patient, the incorrect encounter should be appended through the Previous Encounters module. There is no need to amend the encounter unless orders were placed that need to be discontinued. The Provider should check the Problems List of the incorrect patient and delete (error) the problems that were added as the result of the incorrect documentation. Any Provider will be able to see the appended note when reviewing the incorrect encounter. If a note was added to the patient's chart in the Clinical Notes module, it is separate from the incorrect encounter.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 10/31/2004

Is there a way to look up t-con history on a patient (like previous encounters)?

Yes, completed Telcons can be viewed in the patient's Previous Encounters module.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 03/02/2005

Can one patient's previous encounter be copied forward to a different patient's SF600?

No. Workaround – make a template from the previous encounter.

Answer Provided by: Laverne Wright

Build 837.4

Date Submitted: 11/23/2004

Can a user forward a note/encounter to the PCM or a consulting provider?

The encounter cannot be forwarded but is available to anyone who has the privileges to view encounters (Previous Encounters module). Encounter notes can be used to document the current encounter through the use of the Copy Forward function in the Previous Encounters module (right click).

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Problems

When adding a procedure in the Problem list, is an exact date necessary?

Yes, the application requires day, month, and year. If the exact date is not known, chose an approximate date and make a note in the comments field that the date is approximate (or unknown).

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Who has access to manually add Problems to a patient record?

Support Staff, Nurses, and Providers

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Do all problems remain on the patient's problem list? How can you ensure the autotcited problems are relevant and appropriate?

Acute, active problems become inactive 180 days after the problem was documented. The AutoCite area only pulls Active problems. If there is a problem that does not need to be in the AutoCite (prior to the 180 days), simply edit the problem in the Problems module and change the Status to Inactive.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

If a problem is deleted on Problem List, does it continue to list?

A problem cannot be permanently deleted from the Problem list. It will display based on the filter settings (all, chronic, acute, inactive, active...)

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Will medical problems tracked in CHCS I carry over to CHCS II?

No – medical problems are added to the patient record via encounters completed in CHCS II or manually added through the Problems module. Unlike the ADM problem list, the CHCS II problem list is linked to Medcin® structured text.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

When first logging on to CHCSII, do the patient problems come over, even if they have not been seen in CHCSII?

No, the patient problems do not currently come over from ADM. Medical problems are added to the patient record via encounters completed in CHCS II or manually added through the Problems module. Unlike the ADM problem list, the CHCS II problem list is linked to Medcin® structured text. An SCR was submitted for migration of the CHCS problem list to CHCS II.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Questionnaire Setup

Can we have a Provider post a questionnaire to the MTF level? If so, what role must be assigned to the user to accomplish this task?

Per the latest CHCS II Security Matrix, none of the Provider roles have privileges to post questionnaires to the MTF level. Providers can only read MTF level questionnaires.

Answer Provided by: Jackie Sanders – 11/11/2004

What is the probability of getting dedicated kiosks/workstations set-up in the outpatient clinics for the administration of patient questionnaires?

If a clinic is interested in setting up a dedicated kiosk(s), the clinic should notify the MTF CHCS II Project Officer.

Answer Provided by: Laverne Wright

Build 837.4

Date Submitted: 11/23/2004

Radiology

If new results are resolved in CHCS, are they resolved in CHCS II?

If a result was viewed and tossed in CHCS, the new result will be removed from the CHCS II New Results list.

Answer Provided by: Karen Chapman

In CHCS, you can view results that have been looked at by radiologist but not signed yet. Can you do this in CHCS II?

Only certified results can be viewed in CHCS II.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Readiness

Reminder Mapping

Can we issue sickness reminders other than wellness?

Not at this time.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Reports

Can we generate a Quarters Report from an encounter?

Not at this time.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Is there any capability to obtain data on clinic procedures coded in CHCS II on a monthly basis?

In the Reports module - Customized tab, generate a report on Procedures with a scope of Provider and a date range from the first of the month to the end of the month.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 10/31/2004

From the Reports module, can you save a report and print it at a later time?

Not currently, however an SCR was submitted requesting the capability to queue and run reports at a later time.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can Reports be saved to a folder similar to the way the questionnaires can be saved to folders in the Questionnaire Setup module?

Reports cannot be saved to a folder; however; more robust reporting capabilities, including a Clinical Data Warehouse (CDW) and Business Object ad hoc reporting capabilities are in development.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Rx Alternatives

What is the source of information in the Drug Cost module? Is this a “work in progress” module?

The following is from Dr. Dave Parker, Information Management: This module is only for entering in local alternative drugs for use in a couple of the pop health reports. It has extremely limited use.

Answer Provided by: Karen Chapman and Dave Parker

Build 837.4

Date Submitted: 03/02/2005

Screening

Sites have asked about the inclusion of a Deployment question in the Screening module -- what is the current status of this request?

Currently, no SCR has been submitted for this request. This request was entered directly into DOORS (SUB 2357). The IM Group at CITPO is working this issue under the auspices of screening redesign (Tracker 36403), but none of the requirements are in Tracker yet.

The IM Group is actively engaging the UBU (the UBU submitted the request) and other groups to ensure the deployment requirements are accurately documented. If users want to know more, they should contact their respective Service representative on the PIPT and/or UBU.

Answer Provided by: Dave Parker, Gina Lucas and Leann Bauer

Build 837.4

Date Submitted: 11/1/2004

Is there an issue with the Pregnancy Data section of the Screening window, specifically the G, P, A, and LC fields? Values that do not make clinical sense were entered into the fields and the system accepted the values without generating a warning message.

SCR 58658 was submitted by DT&E in Aug 2004. CHCS II allows the user to enter random numbers in the Pregnancy Information fields "G" Gravida, "P" Para, "A" Abortus, and "LC" Living Children without warning the user there are combination errors. In past builds, the system warned the user that there were combination errors. IM stated that this was a "works as designed". The logic was removed because of complaints from the field.

Answer Provided by: Brandi Hoffman and Traci Schrack

Build 837.4

Date Submitted: 11/4/2004

How is Female Only Data accessed at the patient level?

In the 837.2 release of CHCS II, pregnancy and other female only data will be maintained at the patient level instead of an encounter level. Once the Pregnancy/Female Only Data is documented in the Screening module, the information will display on the SF 600 for all future encounters. The information is accessed from the Screening module.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/11/2004

How do I annotate if a woman has multiple pregnancies and one of them was twins?

This information would be documented in the Vitals module (Screening module in Build 837.2):

- Gravidity (G) = Total Number of pregnancies in a given patient
- Parity (P) = Number of pregnancies a patient has carried to viability (20 wks or more). Note: Both gravidity and parity refer to the number of pregnancies, not fetuses or infants delivered. A multiple gestation is counted as one pregnancy.
- Living Children (LC) = Living children
- Abortions (Ab) = Includes spontaneous and therapeutic

A multiple gestation (such as twins) is counted as one pregnancy.

Answer Provided by: Dr. Tony Inae

Build 837.4

Date Submitted: 11/1/2004

Should the question, “Is this visit related to deployment” be added to the screening module since the techs are required to ask this question?

This will be incorporated into the Screening redesign.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

For the Injury/Accident functionality, will more locations be added for Auto Accidents as the software expands? The current locations only list 50 states, District of Columbia, Classified, and Unknown. No foreign countries or other locations are listed (such as US Territories – Guam, Puerto Rico, Guantanamo, etc.). If the related cause code is EM (Employment), does that refer to a job related accident experienced by a dependent of the Active Duty Member (LtCol Smith’s son slipped and burned his arm on the grill while working at McDonald’s) or an accident experienced by the Active Duty Member while on deployment?

There is no tasking to supplement the current list of Auto Accident locations.

The EM related cause code refers to both – it can be used to identify the place of employment as the location for an accident/injury for an Active Duty Service Member as well as a dependent.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/11/2004

Screening Notification

Sign Encounter

Provider cannot sign encounter.

1. Make sure this provider is the appointed provider. Verify this at top of SF600 form. If this provider is not the appointed provider, transfer the appointment to him/her.
2. An encounter cannot be signed with a note still in draft form. Ensure all notes are complete."

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Is it possible for Providers to do a batch signing of previously reviewed encounters?

There is no functionality to batch sign encounters in CHCS II. Encounters must be signed individually.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 10/31/2004

SRTS II

Will future CHCS II enhancements allow optometrists and ophthalmologists to document encounters similar to their current workflow, which entails documentation of several numeric values based on specific measurements? These clinics use specific hardware and equipment during eye examinations and it would be nice if CHCS II could interface with these devices to allow automated data entry to the electronic SF 600.

The Spectacle Request Transmission System (SRTS II) will be available in the CHCS II Block 2 Release. SRTS II will allow the optometry clinic to collect prescription information and electronically transmit the prescriptions to their supporting Optical Fabrication Lab (OFL). SRTS II will also allow the clinic to track and reorder prescriptions, generate specific reports, and eliminate the need for hand written logbooks. There are no requirements for a full comprehensive list of MEDCIN terms for optometry or the integration of external hardware/equipment to document optical findings in CHCS II.

Answer Provided by: Virginia John

Build 837.4

Date Submitted: 03/02/2005

How can an optometrist track results for Tonometry (glaucoma markers)? Is there a way to put these results into a report that can be updated with each visit?

Currently, there is no functionality in CHCS II to track tonometry test results. A flowsheet would be an ideal way to record and track this data on a regular basis. The workaround would be to create an Excel or Word template with a glaucoma markers table, keeping the table blank and generic so that it can be used for multiple patients. To document the results, copy the Excel or Word template. From the SF 600, click Add Note and create a New Note. Paste the table into the free text area or load the file using the Load File button (if it is a Word document). Document the test results into the table and click Note Complete. Document the remainder of the encounter and sign the encounter. In Previous Encounters, the table will be included in the note. On the patient's next visit, open the Previous Encounters module, highlight and copy the table (CTRL-C), go into the current encounter, click Add Note, create a new note, and paste the table into the free text area. Document the tonometry results for the current encounter. Repeat this process for each subsequent encounter.

Be aware of the number of columns that will fit on the SF 600. You can shrink the column widths to display all of the information on the SF 600.

Answer Provided by: Karen Chapman and Jackie Sanders

Build 837.4

Date Submitted: 11/2/2004

Subjective/Objective

How do you edit a Medcin® term that has been added to the narrative pane?

The structured text cannot be edited. To edit free text attached to a term, highlight the term in the left pane of the Medcin® module or click on the hyperlink in the narrative pane and then make changes to the attached text in the free text box.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

What is the significance of the blue hyperlinks in the S/O module?

Clicking on the hyperlinks automatically navigates the user to the Medcin® term in Edit View. The user has the option of changing the state of the term (positive or negative), adding or changing free text, or removing the term from the note.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How do I get therapies in SO (all come in with history of attached)?

To remove history of:

- Select term in Medcin® pane
- Click History button
- Unselect term in Medcin® pane
- Reselect term in Medcin®

The procedure and CPT code must be documented in A/P to receive credit for the procedure.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

When selecting diagnosis terms or hidden terms and applying the "History of" label, why does this toggle the entry to the current condition?

Knowing if the patient has a past history of a specific diagnosis, syndrome, or condition can assist the Provider in formulating the assessment and treatment plan for the current encounter if the diagnosis history relates to the patient's chief complaint.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 10/27/2004

How do you apply the "Assessment" and "Therapy" headings to PMH terms?

The user is documenting diagnoses and therapies per the current encounter when applying the "Assessment" and "Therapy" headings. After locating the diagnostic or therapeutic term under the History of Diagnoses, Syndromes and Conditions and History of Therapy hidden nodes, the user emits the diagnosis or therapy term to the Narrative Pane, clicks the History button in the Action Bar while the term is still selected, deselects the term to remove it from the Narrative Pane, and emits the term a second time to the Narrative Pane. The term now appears in the Narrative Pane labeled as an Assessment or Therapy.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 10/27/2004

How can Providers "tell the story" upfront and place the major story points of the patient encounter at the top of the Narrative Pane?

There are a variety of free text anchor terms that can be used on the HPI tab to tell the patient's story. The Preliminary Background HPI [use for free text] notepad will allow the Provider to document the patient's story at the top of the Narrative Pane. Additional free text anchors can be used to place text in other areas within the HPI portion of the note.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 10/27/2004

Is there a way to put contextual focus on the last term emitted to the Narrative Pane? Providers have to constantly scroll through the Narrative Pane to find the last emitted term.

An SCR for this issue has been approved and prioritized as an 8 by the PIPT; however, it has not been funded for development.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 10/27/2004

How does using the tilde (~) in the Free Text field control text placement in the Narrative Pane?

Using the tilde will force text entered in the Free Text field to wrap to the next line when the Provider emits the text to the Narrative Pane.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 10/27/2004

What is the definition of the I-Prompt and what are some of the advantages to using it?

The Intelligence Prompt (IPrompt) builds a list a MEDCIN terms based on the documentation in the Narrative Pane. Once terms have been emitted to the Narrative Pane, the Provider can use the IPrompt button to view a list of additional symptoms, history, and physical findings that might also be considered for documentation. The IPrompt factors in the documentation in the Narrative Pane, along with patient's age and gender, to provide the Provider with additional medical terms that might be relevant to document for the encounter. It's a MEDCIN tool designed to assist the Provider with their S/O documentation.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 10/27/2004

Is there a list that defines the 300 reverse sensing terms in the MEDCIN database?

No, there is not a definitive list that defines all of the reverse sensing terms within the MEDCIN terminology. About 15 of the terms can be found on the PE tab under the General Appearance parent term (awake, alert, well developed, well nourished, etc.).

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 10/27/2004

How do you formulate questions in CHCS II from clinic forms/overprints?

Use MEDCIN to create S/O templates from existing overprints used by clinical team members. Use MEDCIN search tools to locate the terms on the overprints. Overprints can also be built as questionnaires in CHCS II.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 10/31/2004

How do you make a default S/O template load every time you open the S/O module?

An S/O template can only be used as a default template when it is embedded in an encounter template that is set as the Default Encounter template. You can not set S/O templates as default templates outside of an encounter template in CHCS II.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 10/31/2004

How do you edit, add, or merge MEDCIN terms from different S/O templates?

Use the Template Edit mode in the S/O module to edit/personalize S/O templates. From the S/O Template Mgt window, select the template you need to edit and click **Edit** from the Action Bar to access the Template Edit mode. Use the various MEDCIN search tools to add terms to the template. Select existing terms on the template and deselect the large plus sign to remove the term from the template. Save the template using the original name or use Save As to give the template a new name. Two or more S/O templates can be merged using the Documentation Mode. Load the first template and emit the desired terms to the Narrative Pane. Load a second template and emit the desired terms to the Narrative Pane -- the new terms are added to the list of terms from the first template. Continue to load other templates until all terms are listed in the Narrative Pane. Click **Save As** in the Action Bar to save the note as a new template.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 10/31/2004

How can I post date documentation using an S/O template?

One recommendation would be to select the Reason for Visit anchor term on the HPI tab and free text the actual date of the documentation. Example -- Reason for Visit: Screening Exam as of Aug 2, 2004. THIS IS A POST DATED EXAM.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 10/31/2004

How is "Reason for Visit" different from the "Chief Complaint"? What is the need for "Reason for Visit" that Chief Complaint does not cover?

The terms are very similar and it is up to the Provider as to which one to use (which is more appropriate) when building S/O templates.

1. When building disease or symptom specific templates, use the Chief Complaint to document what the patient's complaint is (for example, CC: throat pain, cough; CC: Right Ankle Pain).
2. When building a template for a wellness, physical, immunization (something where the patient is not complaining about anything), use Reason for Visit to denote why the patient is here (for example, Reason for Visit: Well Woman Exam; Reason for Visit: Immunizations; Reason for Visit: Annual Physical)

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 10/31/2004

How are S/O templates saved to Clinic-level folders?

Security privileges determine what users can save S/O template to Clinic folders. The privilege is associated to the Provider and Nurse Wellness roles.

To save an S/O template to a Clinic folder, click **Save As**. From the Save in drop-down list, select Clinic. From the list of available Clinic folders, open the desired folder. Type in the Template Name and click **Save**. The template is saved to the Clinic folder and available for easy selection.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/1/2004

How are S/O templates saved to an MTF folder?

To save templates to the MTF folder, the user would have to have one of the Template Administrator roles as part of their CHCS II user profile - MTF_Template_Administrator or All_MTF_Template_Administrator.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/1/2004

A Provider performs his own Occult Blood Tests as an in-office procedure instead of ordering the test from the MTF Laboratory. The Provider wants to know how he can enter the results of the test and receive workload credit in CHCS II?

The Provider can document the Occult Blood Test and the test results on the Tests tab in the S/O module (Find Term for "Occult Blood Test"). This will only document the test and results to the encounter note. To receive workload credit, the Provider has to document the Occult Blood Test using the Procedure tab in the A/P module.

Answer Provided by: Karen Chapman and Jackie Sanders

Build 837.4

Date Submitted: 11/1/2004

If an AIM form is authored so the positive response is the “good” response... and then presuming auto positive will basically do the same thing as autoneg (without the Aim form)... How will MEDCIN react if you hide the AIM form and use MEDCIN directly? Will the autoneg still work the same, or will it work the way it was authored, that is, autoneg would be the “bad” finding like in the AIM form? I guess stated another way, when the AIM form is brought up, will S/O work the way it way it was authored in the AIM form?

With a regular S/O template (Medcin tree, non-form view) Medcin will work as it currently does. Autoneg marks terms as normal.

When a form is loaded, Autoneg still does the same thing - marks terms as normal. The catch is that on the History tab, normal equates to a false response and on the PE tab, normal equates to a true response.

All pos will mark the terms as abnormal; true on the History tab and false on the PE tab. All neg will mark the terms as normal; False on the history tab and true on the PE tab.

Please remember, this is how the forms have been designed to this point.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/3/2004

When I add a Flu Shot, V04.81, 90658, & 90471 are the diagnosis and procedures, but the E&M rolls out as 99211 and should be 99499.

99499 can be manually selected as the E&M code. In the scenario I completed, I document “flu shot” as the Reason for Visit, document “Reason for Visit: Flu Shot” in the S/O module, and documented the Diagnosis and Procedures in A/P. For an outpatient visit, the system is saying that the visit required minimal service based on the amount of documentation, thus the 99211 calculation.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 03/02/2005

How do you deal with multiple symptom patients? Do you have to close the S/O module to load another template?

There are several strategies to deal with multiple symptom patients. Multiple templates can be selected and used within the S/O module. This creates one complete note covering all the complaints in one S/O note. Realize, though, that all findings are grouped by Medcin® category (HPI, PMH, ROS, PE), not by complaint.

Or...multiple S/O notes can be generated, one for each complaint or problem. To do this, load and document with one template (ex. HTN) then close and reopen a new note and use a different template to document the additional complaint (ex. URI).

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How many characters fit in the free text boxes?

There are 2000 characters each for HPI, PMH, PE, Diagnosis comments, and Procedure comments.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Does a patient chart have to be loaded to build S/O templates?

Yes, a patient encounter must be open to build S/O templates. To do this, create an appointment for a test patient (last name CHCSII) for the CHCSII Test Clinic and build your S/O templates. Development is underway to enhance the Template Management module to allow the creation of both S/O and encounter templates, from within the same module, without an open patient record.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Questions on the PMH tab should be grouped. For example, questions related to the patient's diagnosis history should not be split by questions regarding the patient's family history on the template.

Terms appear on the S/O template in the order of their organization with Medcin® and cannot be rearranged. The terms are grouped as far as the category is concerned; i.e. social history, diagnostic history (which includes family history), and surgical history.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can I bring my templates with me when I PCS?

The templates are saved on the CDR (Central Data Repository). When you reach your next assignment, your templates are still retrievable through your username and password. Templates can also be exported to a floppy, thumb drive, CD or e-mail, and then imported.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

If an S/O template, that is not shared, is edited and resaved by clicking the Save icon (as opposed to the Save As icon), is the new template shared (since that is the default setting)?

If the save function is used, the template retains its original share setting. Ex.: template was originally set as 'share.' Edit the template and click Save, the template is still shared. If the template was originally saved as 'not shared', clicking the Save button will keep the 'not shared' setting. Save as allows you to change the share setting as well as replace the existing template with the new one.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can the techs document the S/O portion? Or parts of it? How does that look/work on the SF600? Can a provider edit the tech note? How does that look on the SF600?

Techs can and do document parts of the S/O note, typically the HPI and PMH sections. Frequently a template is used that has been built by a provider or that follows a strict protocol. If a tech enters a note as well as the provider, two notes exist within the SF600, each stamped with the owner, date, and time. A provider can edit the tech note and the original tech note is placed in the Change History portion (at the bottom) of the SF600. Typically, the provider enters a new note and enters a free text note to comment on the tech entry.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

What is the purpose of the 'Assessment' heading on the PMH tab in Medcin®? What triggers the assignment of this heading to a past medical history?

The Assessment heading is one of many headings Medcin uses to categorize terms in the narrative pane. Terms are added under the Assessment heading when the prefix 'history of' is removed from a diagnosis. To remove the prefix 'history of,' select the term from the Medcin tree, click the **History** button in the dashboard, deselect the term and then re-select the term.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Do you have to document negative findings in the S/O note?

The user is not forced to document anything in the S/O. However, the same medical-legal documentation requirements that govern current paper documentation also apply to CHCS II. Documenting negative findings provides evidence that someone did in fact assess the patient for those findings.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Will links to MEDCIN terms in previous encounters still be valid if the MEDCIN terminology has been updated?

The MEDCIN terms will continue to be saved in the RTF for a previous encounter. If the previous encounter is used as a copy forward template, if the MEDCIN term no longer exists, that term will not display in the S/O module. If the text of the term has been changed, the new text will display in the S/O module.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 11/11/2004

Telephone Consults

In CHCS II, what clinical team members are authorized to assign an Urgency Status to a telephone consult when it is initially logged? Clerks and technicians often take the calls, but they cannot legally assign an assessment (Low – Med – High) to the call. The nurse or provider should assess the nature of the patient's complaint and document the urgency of the call. The work will be doubled if the clerk or tech logs the call and then the assigned Nurse or Provider initiates the T-con in CHCS II. How can the urgency status be modified once the T-con is created if it is entered incorrectly by someone other than a nurse or a provider? Legally, the urgency status of a telephone consult cannot be decreased (can't be changed from "Medium" to "Low" – big medical legal no, no). Nurses are concerned that the urgency status will be documented incorrectly and a call that needs immediate attention might be missed.

The Urgency Status, which is meant for internal communication, not triage documentation, does not write to the encounter. Roles authorized to assign an Urgency Status are dependent upon your MTF policy and protocols. The T-Con module is in re-design, and the AF/SG CHCS II team representatives will elevate your concerns to the PIPT. Keep in mind; however, that this is a Tri-Service application, and other Services' policies and protocols may differ.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Do nurses with the "Nurse Wellness" role have the privilege of assigning T-cons to themselves? Can they initiate the T-con and sign it without assigning a Provider as a co-signer?

The Nurse Wellness role allows the nurse to assign a T-con to themselves, complete and sign the encounter. The appropriate E&M code, though, is not available in CHCS (ADM) or CHCS II. Follow your MTF's current policy for co-signature requirements (see below).

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

What E&M code should be used for Nurse T-cons?

Nurses should use 99499, but 99499 is not currently available in ADM or CHCS II as a T-con E&M code selection. Until this code is available, nurses should not complete T-cons in their name using a Provider E&M code (99371-99373). Nurses may document T-cons assigned to a Provider or assigned to the Nurse and then transferred to a Provider.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Telcons at the MTF are not getting a workload count -- why is this?

When you document a Telcon in CHCS or CHCS II, the system allows you to make it meets outpatient visit criteria (workload). Business rules put in place at each MTF may require that all Telcons are made count or non-count.

Answer Provided by: Jackie Sanders and Tish Daily

Build 837.4

Date Submitted: 11/1/2004

Can a Clerk edit a Telcon Note? How do they annotate if a patient calls back?

Per CHCS II Security, all Clerk user roles can manage Telcon appointments. After creating the new Telcon appt, the Clerk should be able to use the Notes icon in the Telcon module Action Bar to view Clerk notes entered for the Telcon and in the Appointment Comment window, the Clerk can select Edit Note to annotate that the patient calls back for the current Telcon. CHCS II will show that the note was edited by the user with a date and time stamp. Any edits will also be displayed to the Provider in the Appt Note section of the Telcon Quick Entry screen.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/1/2004

Techs should not have the option of selecting the level of urgency when creating a T-con appointment. This area should be grayed out for anyone logging in as a clerk or tech.

Since this is a Tri-Service application, removing this option may not be acceptable to all services and/or all clinics. Recommend a local site policy instructing techs/clerks not to change default.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Template Management

When I build and save a template, can someone overwrite my template?

When provider A edits provider B's template and goes to save it, the template is saved as a new template with provider A's name. Provider B's template remains unchanged. When multiple people use the test provider account in the field, this can lead to templates being overwritten so it is best to build templates with individual provider accounts.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Templates consisting of nurse protocols are inadequate. Directions on where the nurse should go next (based on a patient's response to a question) need to be embedded. This automation should match the protocol manual.

This is beyond the current capabilities of Medcin®, but may be addressed in the future CPGs Module.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How do you create new folders in the Template Management module?

In CHCS II Build 837.2, a Folders button has been added to the Template Selections tab. This functionality will enable authorized users to manage (add, edit, delete) folders, sub-folders, and templates at the MTF and Clinic level.

Answer Provided by: Jackie Sanders

Build 837.4

Date Submitted: 11/1/2004

Why can't orders be added to encounter templates within Template Management module?

This was how the system was originally designed due to the regional CHCS architecture (no standardization of orders). Work is underway to improve the process of building S/O, encounter, and order set templates from within the Template Management module.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Can we get printouts of templates? A provider at the Prime Eagle North Clinic has PA students and she would like to give them a hard copy of the templates created in CHCS II for the Women's Health Clinic at PEN.

Templates cannot be printed out directly. However, the user may load the template on a test patient, select all the findings to the encounter, then print out the SF 600. Alternatively, the user may print screen shots of the template as displayed in the Template preview screen of the S/O Template Management module.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Vital Signs

How do I annotate if a woman has multiple pregnancies and one of them was twins?

This information would be documented in the Vitals module (Screening module in Build 837.2):

- Gravidity (G) = Total Number of pregnancies in a given patient
- Parity (P) = Number of pregnancies a patient has carried to viability (20 wks or more). Note: Both gravidity and parity refer to the number of pregnancies, not fetuses or infants delivered. A multiple gestation is counted as one pregnancy.
- Living Children (LC) = Living children
- Abortions (Ab) = Includes spontaneous and therapeutic

A multiple gestation (such as twins) is counted as one pregnancy.

Answer Provided by: Dr. Tony Inae

Build 837.4

Date Submitted: 11/1/2004

Should optometry data be able to be documented to an encounter note just like vital signs? In the Vital Signs module, the user tabs between fields to enter data and the Optometrists want to be able to do this with the measurements they take during an eye exam. They also need to see trends between visits over time from these results.

There are no requirements for this functionality. The site would need to submit an SCR to CITPO.

Answer Provided by: Karen Chapman and Jackie Sanders

Build 837.4

Date Submitted: 11/2/2004

If you select the checkbox for “Peak Flow” or “Oxygen Saturation” as a vital sign reading, do you have to enter values in the fields for medical-legal concerns?

If the user has performed either procedure, then the readings should be documented. However, selecting these check boxes does not document anything to the encounter if no values are entered.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Do we need Vital Signs Reviewed?

Per CMS/JCAHO this should be documented within the encounter. In CHCS II, the Medcin term 'Vital Signs Reviewed' should be a part of all PE and Visit templates to ensure this documentation occurs and to ensure it is accounted for in the E&M calculator.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

To document a 3-day BP check, can you access the original encounter to enter the Day 2 and Day 3 BP readings?

Yes, one option is to amend and update the original encounter. Another option is to leave the encounter "In progress" and update each day until completed. Each option should be discussed with the clinic commander to determine how this information will be captured throughout the clinic.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Does CHCS II force a user to enter the location of pain when the pain severity is documented as 1 or greater?

CHCS II does not force the user to enter anything into the pain comments field. However, it is a JCAHO requirement to include pain and location.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Per JCAHO requirements, clinical team members are required to document the following items for pain severity per a standardized list:

- **Pain Severity Rating (0-10 for Adult patients)**
- **C/O Pain: No Yes Quality**
- **Location**
- **Onset**
- **Duration**
- **Effects**
- **Relief Measures**
- **Physical/Nutritional Concerns**
- **Deployment related? Yes No Maybe**
- **Use of Tobacco Products: No Yes**
- **Health Education**
- **'Pt understood & accepted instructions' (initials)**
- **AF 2766/1480 updated/current (date)**
- **Signature**

How are all of these items captured in CHCS II for JCAHO compliance?"

A few of these items are captured in the Vital Signs Module (pain rating, tobacco). The Screening Module is undergoing a redesign and SCRs were submitted for more robust screening capabilities. Some clinics have opted to build a technician S/O template to document all of the standard screening questions. Location, onset, and duration can all be captured in the S/O module using the dashboard.

Answer Provided by: Laverne Wright

Build 837.4

Date Submitted: 11/23/2004

Will the patient type for Vital Signs automatically change based on the age of the current patient chart?

Vitals default to the Adult setting. Use the filter at the top right of the Vital Signs module to change the setting to Pediatric or Obstetric (only present for female patients). However, female only data is automatically checked for females age 12 years or older and Head circumference is automatically checked for 0-36 month old patients.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

How should nurses address the problem of “late entry documentation” in CHCS II to avoid discrepancies in actual time performed vs. actual time documented in the encounter note? Thinking about the medical legal implications. For example, a patient’s blood pressure is taken at 0830, but not documented in the encounter note until a later time.

The date/time of the vital signs may be changed to the actual time in the Vitals Entry tab of the Vital Signs module. In those modules in which a date/time stamp is automatically entered, the user may document the actual time of the assessment or intervention in the comments or free text field as a “late entry.”

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Because a 3 – day blood pressure screening is often performed, it would be beneficial if the screening entry option on the folder list were independent of a patient encounter. Otherwise, it is imperative that the date field in the vitals module be editable.

We agree that the workflow for a 3-day B/P check is awkward and have raised this issue to IM and the Provider ITP. However, because of ADM and other business rules, IM has been adamant about keeping most documentation linked to an encounter. We are continuing to push for a solution, such as a flow sheet, or some other mechanism, for 3-day checks. In the meantime, we can help with some workarounds (e.g., use a nurse appointment, complete the encounter on the first check and amend the encounter for the next two checks, etc.) The date field in the vitals module is editable.

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005

Web Browser

Wellness

Behavioral Medicine would like to set up reminders to notify them when a patient's chart should be reviewed. It would only be valuable if they could be notified automatically – much the same as Outlook will notify you about a meeting.

They can request a reminder type of Behavioral Health Chart Review or something similar. This SCR should be sent to the Information Management (IM) Group at CITPO for review. If approved, 3M will be asked to add it to the HDD. When this is done, they can manually set a reminder for a patient (Wellness module, Wellness Schedule tab), configuring how often it should be done. This reminder will show along with the other reminders in the new Reminders Pane and Reminders Tab (future CHCS II feature sets). It will, however, show there for all users.

Answer Provided by: Dave Parker

Build 837.4

Date Submitted: 11/1/2004

Workflow

A separate checklist should be created for the nurses who do not see patients (does admin duties only). The list should include:

Many of these requested items are not in Block 1 of CHCS II. See specifics below. The instructors or IAs will be happy to review current functionality with interested users.

1. Provider level consults (Entry and Exists). There is no global consult tracking module in Block 1. The consult tracking module is user specific, and only shows consults to or from that user.
2. Readiness features – see Readiness module and DD 2766
3. Referral management – not in CHCS II.
4. Databases relative to chronic disease tracking – population Health Reports are available, but not all are fully functional yet because they require additional security keys. Please see your System Administrator for access. Future report functions include a Clinical Data Warehouse and ad hoc reporting.
5. Enterprise-wide Referral Management System (EWRAS) – not yet available
6. Disposition metrics, i.e., % returned to duty, % on profile, etc. – see Reports module

Answer Provided by: Karen Chapman

Build 837.4

Date Submitted: 03/02/2005